

## CITIZENS CHARTER

- **Time Schedule prescribed for disposal of various items of works in the Commercial Tax Department (Ward Offices)**

	<b>Description of all items of work</b>	<b>Time within which to be disposed off</b>
1	Registration Certificate under the Goa VAT Act.	Within 3 days from the date of furnishing of demanded security/filing of full documents prescribed
2	Registration under the Central Sales Tax Act.	Within 3 days from the date of furnishing of demanded security/filing of full documents / details prescribed
3	Other Registration such as Entry Tax, Luxury Tax & Entertainment Tax	Within 3 days from the date of fixation of liability/ filing of full documents/ details prescribed.
4	Amendment to the Registration Certificate.	Within 30 days from the receipt of the application seeking amendment.
5	Issue of declaration forms/certificate ('C' form, 'F' form, 'H' form)	Within 3 days from the date of request subject to filing of returns and payment of tax under the Act as prescribed.
6	Renewal of VAT , Entertainment Tax & Luxury Tax RC	Within 3 days from the receipt of application for renewal.
7	Application for certified copy of assessment orders etc.	Within 7 days from the date of entry of the application.

- **Whom to approach to readdress the grievances in connection with the Commercial Tax matter?**

The following Officers have been appointed as Public Grievances Officers in respect of Commercial Tax matters:

<b>Name of the Officer</b>	<b>Office for which nominated</b>	<b>E-Mail</b>	<b>Tel No(s) State Code: (0832)S</b>
Smt. Sarita Gadgil	O/o the Commissioner of Commercial Taxes	<a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	2229225 / 2229430
Shri. Chandresh C. Kunkalkar	O/o Additional Commissioner, Margao	<a href="mailto:adcomm-south@gov.in">adcomm-south@gov.in</a>	2712025
Smt. Ankita Kamat	Panaji Ward	<a href="mailto:pan-ctax.goa@nic.in">pan-ctax.goa@nic.in</a>	2225592 / 2225594
Shri. Naresh Gaude	Margao Ward	<a href="mailto:mar-ctax.goa@nic.in">mar-ctax.goa@nic.in</a>	2713043 / 2715123 / 2733850/

			2733849
Shri. Gaurish Khedekar	Ponda Ward	<a href="mailto:pon-ctax.goa@nic.in">pon-ctax.goa@nic.in</a>	2312145/ 2318801/ 2316212/
Shri.Melwin Faleiro	Mapusa Ward	<a href="mailto:map-ctax.goa@nic.in">map-ctax.goa@nic.in</a>	2262359/ 2264254/ 2266683
Shri. Siddesh Shetkar	Vasco Ward	<a href="mailto:vas-ctax.goa@nic.in">vas-ctax.goa@nic.in</a>	2512432/ 2501243
Shri. Gajanan Bhonsle	Bicholim Ward	<a href="mailto:bic-ctax.goa@nic.in">bic-ctax.goa@nic.in</a>	2362235/ 2362222/ 2363400
Shri. Kalpesh R. Amonkar	Curchorem Ward	<a href="mailto:cur-ctax.goa@nic.in">cur-ctax.goa@nic.in</a>	2650390/ 2663173
Smt. Preeti Mandrekar	Pernem Ward	<a href="mailto:per-ctax.goa@nic.in">per-ctax.goa@nic.in</a>	2201011/ 2201012

- **When can the public meet the Head of the Department to redress the grievances?**

The Commissioner of Commercial Taxes/ Addl. Commissioner of Commercial Taxes have earmarked every second working Tuesday of the month to hear public grievances.

- **What are the Telephone/Fax numbers, E-Mail addresses of the Commissioner of Commercial Taxes and other Commercial Tax Authority?**

Telephone numbers of Commissioner of Commercial Taxes, Assistant Commissioner of Commercial Taxes and Commercial Tax Officer are as under:

## **HEADQUARTERS**

Commissioner of State Tax: <b>Smt. Ruchika Katyal, IAS</b> Email: <a href="mailto:comm-ctax.goa@nic.in">comm-ctax.goa@nic.in</a>	(O): 2229225 / 2229430  Fax: 2225032
Additional Commissioner of State Tax:I <b>Smt. Sarita Gadgil</b> Email: <a href="mailto:adcomm-ctax.goa@nic.in">adcomm-ctax.goa@nic.in</a>	(O): 2229225 / 2229430  Fax: 2422305
Additional Commissioner of State Tax:II <b>Shri. Chandresh C. Kunkalkar</b> Email: <a href="mailto:adcomm-south@gov.in">adcomm-south@gov.in</a>	(O): 2712025
Dy. Commissioner of State Tax, Mapusa,  Email: <a href="mailto:acmap-ctax.goa@nic.in">acmap-ctax.goa@nic.in</a>	(O): 2262359
Dy. Commissioner of State Tax, Panaji:  Email: <a href="mailto:acpan-ctax.goa@nic.in">acpan-ctax.goa@nic.in</a>	(O): 2225558
Dy. Commissioner of State Tax, Vasco  Email: <a href="mailto:acvas-ctax.goa@nic.in">acvas-ctax.goa@nic.in</a>	(O): 2500240
Dy. Commissioner of State Tax, Ponda: <b>Shri. Gauresh Pilgoankar</b> Email: <a href="mailto:acpon-ctax.goa@nic.in">acpon-ctax.goa@nic.in</a>	(O): 2318804
Dy. Commissioner of State Tax, Bicholim:  Email: <a href="mailto:acbic-ctax.goa@nic.in">acbic-ctax.goa@nic.in</a>	(O): 2229225/ 2229430
Dy. Commissioner of State Tax, Margao: <b>Smt. Darshani S. Dessai</b> Email: <a href="mailto:acmar-ctax.goa@nic.in">acmar-ctax.goa@nic.in</a>	(O): 2712055
Dy. Commissioner of State Tax,Curchorem:	(O): 2662690

Email: <b>accur-ctax.goa@gov.in</b> Dy. Commissioner of State Tax, Admin	
<b>Shri. Sagar Gaude</b> Email: <b>acadmin-ctax.goa@nic.in</b> Dy. Commissioner of State Tax, Head Office:	(O): 2229225/ 2229430
<b>Shri. Sachin Desai</b> Email: <b>acaudit-ctax.goa@gov.in</b> Dy. Commissioner of State Tax, Enforcement (EIU)	(O): 2229225/ 2229430
<b>Office Superintendent</b> Email: <b>dycstgoa-enforcement@gov.in</b>	(O):2229225/ 2229430
Accounts Officer: <b>Shri. Nilesh Gaonkar</b> Email: <b>accounts-ctax.goa@nic.in</b>	(O): 2225576
State Tax Officer, Headquarters: <b>Shri. Sudesh Naik</b> Email: <b>ctohq-ctax.goa@nic.in</b>	(O): 2229225/2229430
State Tax Officer: <b>Smt. Sweta Harmalkar</b> Email: <b>shweta.harmalkar@gov.in</b>	(O):2229225/ 2229430
State Tax Officer:EIU <b>Smt. Ashvita Goltekar</b> Email: <b>ashvita.goltekar@gov.in</b>	(O): 2229225/ 2229430
State Tax Officer: <b>Shri. Saba Parab</b> Email: <b>saba.parab@gov.in</b>	(O):2229225/2229430
State Tax Officer:EIU	(O):2229225/2229430

<b>Shri. Satyam Adkonkar</b> Email: <a href="mailto:satyam.adkonkar@gov.in">satyam.adkonkar@gov.in</a> Assistant. State Tax Officer:	
<b>Smt. Alisha Vagle</b> Email: <a href="mailto:alisha-ctax.goa@nic.in">alisha-ctax.goa@nic.in</a> Assistant. State Tax Officer	(O) 2229225/ 2229430
<b>Smt. Sandhya Kamat</b> Email: <a href="mailto:sandhya-ctax.goa@nic.in">sandhya-ctax.goa@nic.in</a>	(O):2229225/2229430
Assistant.State Tax Officer: <b>Smt. Ashwini Burye</b> Email: <a href="mailto:ashwini-ctax.goa@nic.in">ashwini-ctax.goa@nic.in</a> State Tax Officer:EIU	(O)2229225/229430
<b>Shri. Sirajuddin G. Jamadar</b> Email: State Tax Officer: EIU	(O): 2229225/ 2229430
<b>Smt. Sophia Lawrence E Vaz</b> Email:	(O): 2229225/ 2229430

**E-mail address of Commercial Tax Department is as below;**

Sr No	Ward Name and Address	Officer Incharge (C.T.O)	Other Officers	Tel/Fax No's State Code: (0832)
1	<b>Panaji Ward,</b>  Goa Rajya Kar Bhavan,  Old I.P.H.B Complex,  Near Office of The Chief Electoral	<b>Smt. Ankita Kamat</b>  E-mail: <a href="mailto:pan-ctax.goa@nic.in">pan-ctax.goa@nic.in</a>	STO's-  Smt. Gargi Kamat  Smt.Vivita Ambe  ASTO's -  Smt. Aloma	<b>Tel:</b>  2225594/  2225592  <b>Fax:</b>  2225558

<p>Officer, Altinho, Panaji,Goa.</p>		<p>Gomes</p> <p>Smt. Bina Shirodkar</p> <p>Smt. Manisha Rege</p> <p>Shri. Rajesh Kamat</p> <p>Smt. Vinita Kamat</p> <p>Smt. Anuradha Shetye</p> <p>Smt. Laxmi Lawande @ Anchal Valvaikar</p> <p>STI's -</p> <p>Smt. Hruta Ghatkar</p> <p>Smt. Pallavi Verlekar</p> <p>Smt. Anjusha Keshkamat</p>	
<p>2 <b>Margao Ward,</b> C &amp; D wing, 3rd Floor, Osia Commercial Complex, Nr. S.G.P.D.A market Complex, Margao Goa</p>	<p><b>Shri. Naresh Gaude</b></p> <p>Email:<b>mar- ctax.goa@nic.in</b></p>	<p>CTO's-</p> <p>Shri. Kalpesh Amonkar</p> <p>Shri. Rohan Loyleikar</p> <p>Smt. Geeta Gaonkar</p>	<p><b>Tel:</b></p> <p>2713043</p> <p>2715123</p> <p><b>Fax:</b></p> <p>2713043</p>

Smt.  
Pallavi  
Joshi

Shri.  
Deepak  
Gawas

ASTO's-

Smt.  
Sujata De  
ssai

Smt. Vinita  
Madkaikar

Smt. Preeti  
Mirajkar

Shri.  
Deepak  
Kerkar

Shri.  
Shripad B  
Shirodkar

Smt.  
Joanita  
Dias

Shri.  
Richard  
Antao

Smt.  
Trindade  
D'silva

STI's -

Shri.  
Pranav  
Bhagat

Shri.  
Sandeep  
Naik

			Shri. Ketan Naik	
3	<b>Ponda Ward</b> 1st & 2nd Floor , Abu Bakar Plaza, Upper Bazar, Ponda Goa 403401	<b>Shri. Gaurish Khedekar</b> E-mail: <a href="mailto:pon-ctax.goa@nic.in">pon-ctax.goa@nic.in</a>	STO's Shri. Rajendra Gaude ASTO's Shri. Amey Naik Smt. Vandana Ghaisas Smt. Delcy Pereira Smt. Mina Frias Smt. Amita Prabhudes sai Shri. Mahesh Chari STI's - Smt. Rati kanekar Smt. Ujawala Naik	<b>Tel:</b> 2312145 /2318801 Fax: 2316212
4	<b>Mapusa Ward</b> Govt. Complex, Behind Bardez Bazaar, Mapusa Goa.	<b>Shri. Melwin Faleiro</b> E-mail: <a href="mailto:map-ctax.goa@nic.in">map-ctax.goa@nic.in</a>	STO's - Smt. Shilpa Dessai Smt. Maria Zulmira E Dias	<b>Tel:</b> 2264254/2266683 <b>Tel/Fax:</b> 2262359



			<p>Shri. Augusto Ribeiro</p> <p>ASTO's-</p> <p>Shri. Janardhan Shetye</p> <p>Shri. Tukaram Sawant</p> <p>Smt. Sunita Naik</p> <p>Smt. Ashley Pereira</p> <p>Smt. Kirti A. Mandrekar</p> <p>Smt. Margarida Dsouza</p> <p>Smt. Rajeshree Phatarpekar</p> <p>STI's</p> <p>Shri. Vibhil Lad</p> <p>Shri. Gourish Kamat</p> <p>Shri. Girish Masurkar</p>	
5	<p><b>Vasco-da-Gama Ward,</b> 4th &amp; 5th floor, Karma Point, Nr.</p>	<p><b>Shri. Siddesh Shetkar</b> E-mail:<b>vas-ctax.goa@nic.in</b></p>	<p>STO's-</p> <p>Shri. Rajesh</p>	<p>Tel: 2501243/2500240 /2500241</p>

	Vegetable Market, Vasco-da-Gama Goa.		Shetkar ASTO's - Smt. Belinda Dias Shri. Pratap Fadte Shri. Ramnath Gawas STI's - Shri. Prakash Dessai Shri. Manjunath Purushan	Fax:2512432
6	<b>Bicholim Ward</b> 1st Floor, Koteshwar Residency Bldg., Near Petrol Pump, Bicholim Goa.	<b>Shri . Gajanan Bhonsle</b>  E-mail: <b>bic-ctax.goa@nic.in</b>	ASTO's - Shri. Anil Matondkar Shri. Atish Mandrekar STI's - Smt. Shilpa Belekar  Kum.Manila Gawandalkar	<b>Tel:</b> 2362235/2362200/2362222 Fax:2363400
7	<b>Curcholem Ward</b> Commercial Tax Office,	<b>Shri. Kalpesh R. Amonkar</b>  E-mail: <b>cur-ctax.goa@nic.in</b>	ASTO's - Shri. Subhash	<b>Tel:</b> 2663173/

<p>Jack Cruzman Apartments, Near Datta Mandir, H.No.187, Champhabhat, Amona, Quepem, Goa.</p>		<p>Gurav STI's - Shri. Vishwanath Prabhudesai</p>	<p>2662690 Fax: 2662590</p>
<p><b>Pernem Ward</b>  Commercial Tax Office, 8 Behind Bhagawati Temple,  Mauswada, Pernem Goa.</p>	<p><b>Smt. Preeti Mandrekar</b>  Email:<b>per-ctax.goa@nic.in</b></p>	<p>STI's -  Shri. Delton Gracias</p>	<p><b>Tel:</b>  2201011/ 2201012</p>